



THE WIRE

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Algona Municipal Utilities

104 West Call St.

P.O. Box 10

Algona, Iowa 50511

(515) 295-3584

Fax: (515) 295-3364

www.netamu.com



CPNI Rules Updated

Algona Municipal Utilities maintains information about our customer accounts called Customer Proprietary Network Information or CPNI. Some of that information includes the type of service you have, service billing records, usage telephone data, and calling patterns. AMU is required to protect this information under federal law.

Algona Municipal Utilities is required to authenticate the identity of the customer before discussing any information in the

account to protect that customer's privacy.

AMU Customer Service Representatives (CSR's)



are required to ask for a valid photo ID when filling out an application for a new customer. The customer will also be required to produce his or her Social Security Number. If a

current customer comes into the AMU office to make changes to the account or wants to discuss account information, he or she will also have to provide a photo ID.

AMU Telephone customers will also be asked to answer an authentication question before the CSR can discuss telephone account information.

If an AMU customer makes a request for account information by

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CPNI**

AMU To Trim Trees This Winter

Each winter AMU conducts an extensive tree trimming program around overhead electric lines. Over the next few months employees will check main electric feeders and home electric service drops. AMU's primary focus is on problem areas.

Clean up is a priority of AMU, however, some trimmed branches that are larger may be too big to remove this winter because of deep snow. Cleanup that cannot be accomplished will be noted and completed when conditions permit. We encour-

age consumers/owners of AMU to contact our office if you have branches that appear to be in the electric lines. AMU employees will then come out and check the branches for you.

AMU values trees and trains employees in proper tree trimming techniques that utilize the National Arbor Day Foundation, U.S. Department of Agriculture and ISU Forestry Extension trimming methods to maintain required clearance from overhead electric lines while minimizing impact on trees.

Holiday Closings

Algona Municipal Utilities will be closed at 11:30 a.m., Wednesday, December 24th, and all day on Thursday, December 25th, for the Christmas holiday. AMU will be open regular hours on Friday, December 26th.

AMU will be closed all day Thursday, January 1st, 2009, for the New Years holiday.

If you have a problem with electric, water, or communications services during these times, call 295-3584 for assistance.

AMU wishes you a safe and peaceful holiday.

BE ENERGY EFFICIENT WITH ENERGY STAR



Energy Star is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy helping people to save money and protect the environment through energy efficient products and practices.

In 1992, the EPA introduced Energy Star as a

voluntary labeling program to identify and promote energy efficient products.

For the Home

Energy efficient choices can save families about a third on their energy bill with similar savings of greenhouse gas emissions, without sacrificing features, style or comfort. Energy Star helps you make the energy efficient choice.

If you are looking for

new household products, look for ones that have earned the Energy Star. They meet strict energy efficiency guidelines set by the EPA and the US Department of Energy.

With larger home improvements the EPA offers tools and resources to help you plan and undertake projects to reduce your energy bills and improve your home comfort.

Buy AMU Gift Certificates Make for Christmas

Purchasing the perfect gift for that special someone is never easy. Algona Municipal Utilities, however, has the solution. Gift Certificates for AMU Electric, Water, and Communications services.



AMU will redeem the certificate for the face

amount in full or partial payment for electric, water, telephone, cable TV or Internet services. The gift certificate is good for one year from the date of purchase.

Purchase your AMU gift certificate by stopping at our office in 104 West Call Street in Algona.

NATIONAL DO NOT CALL REGISTRY



The National Do Not Call Registry gives you an opportunity to limit the telemarketing calls you receive.

The registry was created to offer consumers a choice regarding telemarketing calls. The registry is enforced by the FTC, the Federal Communications Commission and state law enforcement officials. The

registry is a free service.

Once your phone number is register, telemarketers covered by the Do not Call Registry have up to 31 days from the date you register to stop calling you.

Consumers can register at www.donotcall.gov or by calling 1-888-382-1222. For TTY, call 1-866-290-4236. You may register up to three telephone numbers on the website. You can register only one

phone number each time you call the Registry, and you must call from the phone number you wish to register.

You may also place cell phone numbers on the registry, however, FCC regulations prohibit telemarketers from using automated dialers to call cell phone numbers.

You can delete your phone number only by calling 1-888-382-1222 from the telephone number you want to delete.

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phone, they must provide their name, address, and phone number. If the customer calling requests telephone account information, he or she will be asked to answer an authentication question before the AMU CSR can discuss account information.

AMU customers using the drive-thru service will

also be asked to produce a photo I.D. before account



information can be discussed.

AMU Telephone customers who have not filled out the required CPNI information may fill out a form at our office at 104 West Call Street during regular business hours, Monday-through-Friday.

If you have questions about the authentication rules, stop at our office or call AMU at 295-3584.



*Community Owned
For
Community Benefit*

*That's Our
Commitment to You,
Our Customer
and Owner*